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CONFIRMATION NO. 1727

SERIAL NUMBER 09/595,697	FILING DATE 06/16/2000  RULE	CLASS 379	GROUP ART UNIT 2642	ATTORNEY DOCKET NO. CELLIT-005XX
APPLICANTS  Laurence J. Fromm, Weston, FL;  ** CONTINUING DATA *****  ** FOREIGN APPLICATIONS *****				
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 08/10/2000				
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged		STATE OR COUNTRY FL	SHEETS DRAWING 5	TOTAL CLAIMS 28
EXAMINER'S SIGNATURE _____ INITIALS _____		INDEPENDENT CLAIMS 10		
ADDRESS Bourque & Associates PA 835 Hanover Street Suite 301 Manchester, NH 03104				
TITLE METHOD AND APPARATUS FOR CONTROLLING A CONTACT CENTER				
FILING FEE  RECEIVED 755	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	



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<b>ADDRESS</b> Bourque & Associates PA 835 Hanover Street Suite 301 Manchester ,NH 03104					
<b>TITLE</b> Method and apparatus for controlling a contact center					
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